

Key:**CTC** = Chard Town Council (01460 239567)**SSDC** = South Somerset District Council (01935 462462)**SCC** = Somerset County Council (0300 123 2224)

ABANDONED VEHICLES	SSDC	Should be reported to SSDC, an inspection of the abandoned vehicle will then be carried out and further action will be taken from there.
ALLOTMENTS	CTC SSDC	Have an allotment site at Chardstock Lane, Chard. Any complaints or enquires should be reported to CTC. Are only responsible for 4 allotment sites, all others are the responsibility of the town or parish councils. The 4 sites are Bondfield Way, Chard/Bakersfield, Winsham/Chardlittle Sammons, Chilthorne Domer/Lakefields, West Coker.
ASBESTOS REMOVAL	Environment Agency	Asbestos should be treated as hazardous waste and needs to be handled carefully. If you wish to dispose of industrial or commercial asbestos then contact the Environment Agency on 03708 506 506.
BONFIRES: Commerical	Environment Agency	Telephone: 03708 506 506 Email: enquiries@environment-agency.gov.uk
BONFIRES: Domestic	SSDC	If smoke from a bonfire causes a nuisance to others SSDC can serve an Abatement Notice requiring the nuisance to stop.
BUS PASSES	SCC	All bus passes must be purchased and applied for from SCC. The application for a bus pass can be downloaded from the SCC website.
CAR PARKS	SSDC	SSDC are responsible for the Car Parks in and around Chard. See their website for list of times and prices.
CEMETERY	CTC	Maintenance of the cemetery grounds is carried out by CTC Amenities team and all administration is done at the Guildhall offices.

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COMMERICAL WASTE	May Gurney (contractors of Somerset Waste Partnership)	Commercial waste from businesses can be collected from the contractor May Gurney. To discuss collection contact them on 0845 4675901.
COUNCIL TAX	SSDC	Can be paid at the Holyrood Lace Mill in Chard, as well as over the phone or online with a debit card/standing order.
DEAD ANIMALS	CTC SCC (Highways)	Remove cats, badgers and deer around the town or on Council owned land. Dead cats will be taken to the local vets to be checked for microchips. Highways should be called for carcasses that are likely to cause danger, i.e. in the road.
DOG FOULING	CTC SSDC	In the town centre, parks and open spaces and when reported in other areas of Chard. SSDC also have dog wardens that patrol open spaces for dog fouling and if you know of a regular dog fouler then it can be reported to them.
DRAINS	Wessex Water	To report overflowing or damaged drains contact Wessex Water on 0345 600 4600.
FLY POSTING	SSDC	To be reported to SSDC.
FLY TIPPING	CTC SSDC	Any waste that is dumped in Chard town boundaries. If the fly tip is on private land, there is nothing CTC can do but suggest reporting the problem to the police. Responsible for clearing up and collecting fly-tipped on to public maintained land outside of Chard. When a fly-tip is reported we will investigate and look for evidence of who is responsible

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	SCC	for the fly-tipping for possible prosecution. If the materials that are fly tipped are hazardous, for example; waste oil, fuel or asbestos please contact SCC.
GRAFFITI	SSDC	Responsible for removing graffiti from public buildings, subways and public areas. Offensive graffiti can be cleaned off highway signs at the request of the Police or Community Safety Co-ordinator. They aim to remove offensive graffiti the same day it is reported.
GRASS CUTTING	CTC SSDC	The grass cutting for the Council's parks, open spaces and cemetery is done by CTC. Grass verges and other areas of grass in Chard are cut by SSDC.
GREEN WASTE COLLECTION	SSDC	All households across South Somerset are able to have their garden waste collection if they wish.
HAZARDOUS WASTE	Somerset Waste Partnership	Hazardous waste such as paints, batteries, oils, television sets and asbestos must be disposed of at properly managed waste facilities. Find out where you can dispose your waste locally by calling 01460 65855.
HEDGES	SSDC	Hedges are cut after bird nest season which is usually July. The quicker growing hedges or those which are next to a footpath also receive a winter cut.
HORTICULTURE	CTC	The flowers and shrubs in places such as roundabouts etc. are planted and maintained by the Amenities team at CTC.
PEST CONTROL	SSDC	SSDC deal with pests on both domestic and commercial premises.
PLANNING PERMISSION	SSDC	All applications for planning permission must be sent to SSDC.

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PUBLIC CONVENIENCES	SSDC (contractors)	Chard's public conveniences are cleaned daily by contractors, Glen Cleaning. Inside of office hours reports of vandalism or cleanliness should be made to SSDC, out of hours reports should be made to Glen Cleaning directly on 0117 929 3765.
RECYCLING	Somerset Waste Partnership SSDC	Responsible for the Recycling Centre. From the curb side, recycling pick up is available to every household in the district. Missed collections can be reported to SSDC and they will pick it up within 2 working days.
STRAY DOGS	SSDC	The dog warden will collect any stray dogs.
STREET CLEANING	CTC	CTC is responsible for the street cleaning in Chard, however for other towns it is the responsibility of SSDC.
STREET LIGHTS	SCC SSDC	SCC are responsible for the maintenance of street lights on all adopted highways. An adopted highway is a road, footpath or bridleway that is maintained at public expense, usually by the Highway Authority. District councils have responsibility for street lights on up-adopted highways for example, car parks, parks and amenity areas. If the street light falls into this category please contact SSDC. For out of hours emergency issues relating to street lighting telephone 07920 138778.
STREET SCENE	SSDC	

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THE FAIR	CTC SSDC	CTC has the authority to give the Fair permission for the use of land. If you wish to make a complaint regarding noise when the fair is on this will need to be reported to SSDC.
TREE PERSERVATION ORDERS	SSDC	Any queries relating to tree preservation orders must go through SSDC.
VIEWING PLANS	CTC SSDC	Once an item appears on our agenda we will have plans at the Guildhall for people to view. They cannot take away these plans but photocopies can be made. Plans can also be found on the SSDC website.
WASTE	SSDC	Responsible for waste collection (kerbside recycling, emptying of household wheelie bins, collection of black bags etc.) Responsible for emptying litter and dog bins, litter picking from streets and collecting any waste that is reported, within the boundary of Chard.